

**ACTION PLAN**  
**Fort Monroe Outdoor Recreation**  
**January 23, 2007**  
**(Revision)**

**Outdoor Recreation** is instrumental in providing Mission support to the Command on Fort Monroe and also the surrounding Military community. Outdoor Recreation provides facilities such as Travel Park, Picnic areas, Gazebo, storage, also rental equipment and set-ups.

**VISION**

Outdoor Recreation is committed to maintaining and enhancing the highest standards of customer service and mission support. Outdoor recreation pledges:

- To continue to repair and renew aging assets.
- To optimize resources.
- To maintain current strengths and overcome weaknesses.
- To broaden customer base.
- To provide an inviting and environmentally friendly facility.
- To be ardent stewards of these premises.
- To assist the Command through transition with Dignity and Excellence.

**GOAL 1:** Operate an efficient facility and strive to achieve budgeted financial goals.

**STRATEGY:** Improve efficiency of operation. Work in partnership with other facilities.

**LONG TERM OBJECTIVE:** To achieve or exceed the attainment of NIBD budgeted goals \$29,000 by September 30 2007. **(2.4.1)**

**SHORT TERM OBJECTIVE:**

- Hold excess property sale in conjunction with OPCM. March 12<sup>th</sup>
- Flea market and yard sale program. May 5<sup>th</sup>.
- Advertise for program, fliers, Daily Press and Casemate newspapers.

- Upgrade information about Outdoor Recreation on the website.
- Minimize expenditures while continuing to offer excellent customer service.

**GOAL 2:** Pursue the highest standards of customer service and strive to meet and exceed customers' demands while adhering to strict guidelines and regulations.

**STRATEGY:** To ensure all employees are well trained in customer service areas in order to enhance the customers' experience.

**LONG TERM OBJECTIVE:** To deliver customer driven programs and services. Provide development opportunities to employees. **(2.4.2)**

**SHORT TERM OBJECTIVE:**

- Write new SOP for RecTrac use.
- Update Travel Park rules to include new AR215-1 standards.
- Re-certify all staff in AED/CPR.
- Provide customer service training to employees.
  1. Fundamentals of Exceptional Customer Service. (e-learning)
  2. Customers, Conflict and Confrontation. (army e-learning)
- Issue customer satisfaction survey. (twice yearly)

**GOAL 3:** To implement plans to enhance the appearance of Outdoor Recreation, (bldg. 32), The Colonies Travel Park and Picnic areas.

**STRATEGY:** Identify areas most in need of improvement. Determine the cost of the improvements.

**LONG TERM OBJECTIVE:** To enhance stewardship of all Outdoor Recreation facilities. **(2.4.3)**

**SHORT TERM OBJECTIVE:**

- Conclude painting of Bldg 32. May 1<sup>st</sup>. (self help project)
- Paint porch and steps. (June30)
- Have gravel laid down to abate flooding in parking lot. ( Jan. 17)
- Landscape areas inside Travel Park. (ongoing)

- Have trees trimmed and dead branches cut inside Travel Park. (Feb.)
- Have new turbine installed on roof. (Jan. 19)
- Repair and paint metal playground equipment. (Eagle Scout project)
- Seek estimate for privacy slats to enclose compound in parking lot.
- Ongoing maintenance on rental equipment. (cleaning, painting and repair etc.)

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